

ABSTRACT

A method and apparatus for linking a web based account to a phone based account is described. The method avoids the need to directly reveal account information, e.g. username/password, about one account to the provider of the other. The linking occurs on the web in one embodiment, with a user's browser being redirected from the web site to the web site of the provider of the voice service. The redirection URL will include account linking information. Once the user identifies herself to the web site of the provider of the voice service, the linking information can be stored in the user's phone account as a cookie. When the user access the voice service over the phone, her telephone identifying information can be used to identify her profile. When she visits the phone application corresponding to the web site, the cookie—now including linking information—can be passed to the application to identify the appropriate web account.